

HEALTH BENEFITS E-NEWS

*Department of Human Resource Management
Office of Health Benefits*

July 1, 2005

Questions Addressed on ID Card Mailing

Anthem: Some employees have called Anthem following the mailing of new ID cards last week to inquire why the *type of membership and the COVA Care plan option (COVA Care Basic, COVA Care Plus Expanded Dental, etc.)* are no longer shown on the card. The new cards were re-designed to meet Department of Human Resource Management specifications. Our goal is to achieve consistency between all four cards (Anthem, Medco, Delta Dental and ValueOptions). To support that goal, Anthem made a conscious decision to remove some information items that had previously appeared on the Anthem cards. *The important thing to know is that the type of membership and the plan enrollment are not needed on the card.* Dependents of employees with Employee Plus One or Family coverage can use the new cards just as they have used the paper cards in the past. Also, remember that the names of dependents have never been included on Anthem ID cards.

Delta Dental: No issues.

Medco: As you know, employees now have new ID card numbers for all vendors. Please remind employees that they need to present their new Medco ID card to the pharmacist during their next retail pharmacy visit on or after today, July 1. Also, in response to questions by some employees, Medco is the same company as the former Medco Health.

ValueOptions: Due to a printing problem, there has been a delay in mailing the new ValueOptions ID cards. However, all employees should receive their cards no later than next week. Should employees need to access behavioral health or EAP services prior to receiving their new card, they or their provider may contact ValueOptions at the number listed on the current ValueOptions ID card. ValueOptions will be able to identify their membership based on either their old or new ID number. The new ValueOptions ID number will match that on the other administrators' (Anthem, Delta, Medco) cards.

How to Handle Missing ID Cards

The procedure for handling missing ID cards remains the same, should some of your agency employees indicate they have not received ID cards. However, since EmployeeDirect is temporarily unavailable for making address corrections, please check in BES to see if their mailing address is correct, and if not, make the necessary changes. For additional information on the next steps in the process, see the Missing an ID Card? link on the DHRM Web site under Compensation and Benefits/News and Announcements or at <http://www.dhrm.virginia.gov/hbenefits/missingids.htm>.

Initial Notice Coming Soon on Dependents Who Are No Longer Eligible for Health Benefits at Year End

A Benefits Administrator numbered memo will be distributed next week on the process for handling those dependents who will be approaching eligibility thresholds at the end of 2005. We will be sending another reminder later in the year along with a sample employee letter.

Updated Retiree Fact Sheets Now Posted on the Web

Revised Retiree Fact Sheets #1 - #4 are up on the DHRM Web site under Compensation and Benefits/Health Benefits/For Retirees, Long-Term Disability Participants and Survivors/Members Eligible for Medicare (or Members Not Eligible for Medicare). The remainder will be posted next week for a July 1 update. You may find them at the right under Health Benefits Quick Links or go to www.dhrm.virginia.gov/hbenefits/retirees/factsheet.html.

Lynchburg Anesthesiology Associates Extends Contract

Lynchburg Anesthesiology Associates, which had originally decided to remain in the Anthem provider network until July 10, has extended its contract with Anthem through December 31, 2005.